Geneva, 13 February 2014

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| **Telecommunication Standardization Bureau** |  |
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| Ref:  Tel:  Fax: | **TSB Circular 83**  COM 17/MEU  +41 22 730 5866 +41 22 730 5853 | - To Administrations of Member States of the Union |
| E-mail: | [tsbsg17@itu.int](mailto:tsbsg17@itu.int) | **Copy:**  - To ITU-T Sector Members;  - To ITU-T Associates;  - To ITU-T Academia;  - To the Director of the Telecommunication Development Bureau;  - To the Director of the Radiocommunication Bureau |

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| Subject: | **Study on countering spam** |

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| Action: | Please return the questionnaire **by 31 July 2014** at the latest |

Dear Sir/Madam,

1 ITU-T aims to promote effective and efficient technical measures on countering spam under Resolution 52 *Countering and combating spam* of the World Telecommunication Standardization Assembly (Dubai, 2012). These technical measures are developed by ITU-T Study Group 17 based on statistical analysis, risk evaluation, ITU member initiatives, relevant regulations and best practices.

2 WTSA-12 Resolution 52 instructed the Director of the Telecommunication Standardization Bureau “*to initiate a study – including sending a questionnaire to the ITU membership – indicating the volume, types (e.g. e-mail spam, SMS spam, spam in IP-based multimedia applications) and features (e.g. different major routes and sources) of spam traffic, in order to help Member States and relevant operating agencies identify such routes, sources and volumes and estimate the amount of investment in facilities and other technical means to counter and combat such spam, taking into account work that has already been carried out*”.

3 The objective of this study is to help ITU Member States and relevant operating agencies to investigate the significance and characteristics of their spam issue. The questionnaire also aims at estimating the cost of their investment in facilities and other technical means to counter and combat spam.

4 I invite you to participate in this questionnaire and should appreciate it if you would complete the questionnaire reproduced in **Annex 1** and return it by fax:  
+41 22 730 5853 or, preferably, by e-mail at the following address: [tsbsg17@itu.int](mailto:tsbsg17@itu.int) no later than **31 July 2014**.

5 Any requests for further details or clarification in respect of the present questionnaire should be sent, preferably by e-mail, to Mr. Martin Euchner at the following address: [Martin.Euchner@itu.int](mailto:Martin.Euchner@itu.int).

Yours faithfully,

Malcolm Johnson  
Director of the Telecommunication  
Standardization Bureau

Annex: 1

ANNEX 1(to TSB Circular 83)

**Questionnaire on countering spam**

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| **Nation / Company / Organization information** | | |
| **Type** | ○ Member State ○ ITU-T Sector Member  ○ Academia ○ ITU-T Associate | |
| **Country** |  | |
| **Full name** |  | |
| **Contact information** | | |
| **Name** |  | |
| **E-mail** |  | |
| **Telephone/Mobile phone** |  | |
| **Fax** |  | |
| **Question / Response** | | |
| QUESTIONS | | RESPONSES |
| **1. General information on spam**   1. How do you define spam, and is that definition contained in national legislation or regulation? 2. How do you identify and measure spam in the operational environment?   If available, please provide:   * Types of spam, e.g., e-mail spam, SMS spam, spam in IP-based multimedia applications * Volume of spam traffic, both quantity and as a percentage of all traffic * Monthly and yearly statistics of the previous data for the last three-year period * The source, routes and corresponding volume of such traffic.  1. If you are able to categorize spam by its target (e.g., the population at large, children, elderly people, families, local communities, small businesses, local authorities), describe the process by which you are able to do so, and, and who or what are the targets? 2. Have you identified how much spam costs the economy of your country or your organization? If so, please provide data for the last three-year period, and describe your methodology for establishing the costs. If not, could you please provide an estimation of the above? | |  |
| **2.** **Organizations responsible for countering spam**   1. Is there a (government) organization(s) (for example a monopoly network operator) which has the responsibility for monitoring and countering spam? What are those responsibilities? 2. In the private sector, what is the expected or mandated role of the network operator in monitoring and countering spam? What is the relationship between the private sector network operator(s) and the government? 3. What other organizations (e.g., private, non-profit) have the responsibility for countering spam? What are those responsibilities? 4. If there is a national focal point for spam matters, please provide her/his contact address, so she/he can be contacted publicly. | |  |
| **3.** **Legislation and regulation on countering spam**   1. Please identify any national legislation and regulations in place to counter spam. 2. Does such legislation or regulation empower consumers to control the receipt of spam, for example, by opting out? 3. Does such legislation or regulation provide for penalties for violations? If so, please describe how they work and your experience in enforcing these provisions. | |  |
| **4.** **Technical solutions**   1. Has your country or organizations or service providers in your country implemented technical solutions to counter spam? (e.g., recognition and filtering mechanisms, etc.) 2. If yes, how is the effectiveness of the solutions measured? 3. Which ITU-T Recommendations or other standards, if any, are used to counter spam (e.g. ITU-T, MAAWG, 3GPP, etc.)? | |  |
| **5.** **Education and awareness**   1. What types of education initiatives to counter spam have been used (e.g., awareness campaigns, distribution of printed material, informational websites, simulations and drills)? 2. Have you measured the effectiveness of these initiatives? If so, what were your findings? 3. To whom were such initiatives mainly targeted (e.g., the population at large, children, elderly people, families, local communities, small businesses, local authorities)? | |  |
| **6.** **International cooperation**   1. Please provide examples of effective international initiatives to counter spam. 2. Have Memoranda of Understandings (MoUs) been established to implement these initiatives? 3. Have you participated in any such initiatives, and if so, in which ones? 4. How do you share information regarding spam-related issues with entities from other regions or countries? 5. Which collaboration mechanisms and platforms have been most effective to you? 6. What challenges do you see to counter spam effectively cross-border? | |  |
| **7.** **Best practices**   1. If any, give us examples of best practices in place and their effectiveness. 2. If these best practices were devised by a third party, such as an Internet service provider (ISP) or non-governmental organization (NGO), please identify those best practices and their source. | |  |
| **8.** **Other information (optional)**   1. Please provide any additional information that you consider useful for countering spam. | |  |

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